

PERSPECTIVE	OBJECTIVE	PERFORMANCE MEASURE	SOURCE OF DATA	REPORTING FREQUENCY	TARGET PERFORMANCE	CURRENT PERFORMANCE
CUSTOMER	Streamlined Process	Avg time to award Task Order	COMMITTS dbase	Monthly	20 days	17 days
		% customers satisfied with time to award Task Order	Customer Survey	Quarterly	Baseline TBD	100%
	Meet or Exceed Customer Expectations	% customers satisfied with responsiveness of COMMITTS PMO	Customer Survey	Quarterly	Baseline TBD	100%
		% customers satisfied with quality of performance of COMMITTS PMO	Customer Survey	Quarterly	Baseline TBD	100%
		% customers satisfied with solution/contractor	Customer Survey	Quarterly	Baseline TBD	100%
	Competitive Fees	% fees below competition	PMO	Quarterly	Baseline TBD	66%
FINANCE	Administratively Efficient	Cost-to-Obligations ratio	Contracting Ofcr	Annually	TBD	Annual Report
	Growth in Obligations	Total Dollars Obligated	Contracting Ofcr	Quarterly	\$295 Million	No report
		% of Total Dollars Obligated	Contracting Ofcr	Quarterly	\$295 Million	No report
INTERNAL PROCESS	Effective Project Management - COMMITTS Prime Vendors	% of projects/deliverables on time or before	COTR Survey	Quarterly	90%	No report this quarter
		% of projects/deliverables within cost/price	Monthly Program Status Report	Quarterly	90%	No report this quarter
	Effective Project Management - COMMITTS PMO	% of projects where SOW performance measures are met or exceeded	COTR Survey	Quarterly	To be determined based on SOWs	No report this quarter
	Efficient requirements definition process	Avg number of days from requirements definition to posting	COMMITTS database	Quarterly	TBD	30.5 days
	Efficient requirements Management	% of changes per task order	COTR Survey	Quarterly	Need to establish baseline	No report this quarter
LEARNING AND GROWTH	Program Recognition	Number of programs/projects recognized for COMMITTS work	Vendors	Quarterly	TBD	8
		Number of awards received by COMMITTS Prime Contractors	Vendors	Quarterly	TBD	1
	Knowledge Development	Hours training per employee	Vendors & PMO	Quarterly	TBD	22 hours
	Greater participation of Small, Disadvantaged and Women-Owned Businesses	Number of active SDBs	Contracting Ofcr	Quarterly	Need to establish baseline	97%
	Contractor Satisfaction	% of revenue growth of prime contractors	Vendors	Annually	TBD	1.40%
		Number of new customers	Vendors	Annually	TBD	6